

# 360°

Business & IT Transformation Insights from Pivot



## Why Service Desk Is Your Answer to the New Normal in Employee Experiences

How do you achieve exceptional employee experiences when many employees now work from home? With an effective Service Desk.



**Fakeha Malik**  
Pivot Vice President of  
Solutions & Managed  
Services

Human resources experts have long talked about the strategic advantages of improving employee experiences. More satisfied employees are more engaged. More engaged employees are better able to focus on innovation, customer service, and growing the business.

The strategy makes sense, and many organizations invest a great deal of time, effort, and budget in optimizing employee experiences. Yet employee satisfaction and engagement can remain stubbornly low. In fact, two-thirds of employees say work experiences don't meet or only partially meet their expectations.

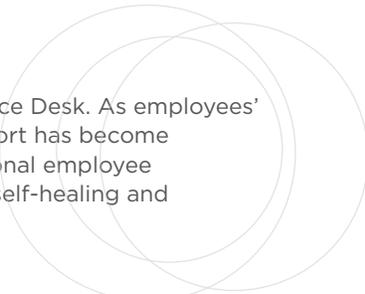
### Satisfaction with Employee Experiences<sup>1</sup>



**Rich Lantos**  
Pivot Director of  
Support Services



Enter the coronavirus. “The pandemic has rendered the employee experience unrecognizable,” says Fakeha Malik, vice president of Solutions and Managed Services for Pivot. “With many office workers now working from home, the way they interact with their employer and their job is completely unfamiliar.” That only makes employee engagement more difficult.



But Malik points to a straightforward and effective solution: Service Desk. As employees' primary connection to their work has become electronic, IT support has become mission-critical. But to be sure Service Desk is delivering exceptional employee experiences, you need to invest in best-practice methodologies, self-healing and automation, and metrics for continual improvement.

## First Point of Contact

For employees working from home, Service Desk has become their first point of contact with your organization. "Service Desk ensures that employees can easily access their applications and data, and be as productive as they were in the office," Malik says. "In fact, it helps you transition to the new paradigm for work."

For these reasons, Service Desk also needs to become a single point of contact. Employees can no longer easily ask a co-worker or tap on the shoulder of an IT team member for informal help with technology. That's especially true for new employees who don't even know what they need or whom to ask. Service Desk sets the tone for the rest of the employee experience.

## Best-Practice Methodologies

But for your Service Desk to support the new way of working, it needs to follow best practices. "Most important is 24/7 support," says Rich Lantos, director of Support Services for Pivot. Remote employees are now working nontraditional hours – early in the morning or late in the evening to accommodate family schedules. Workers can't wait till the next business day to resolve issues. They also should be able to choose their channel of choice: phone, email, or chat.

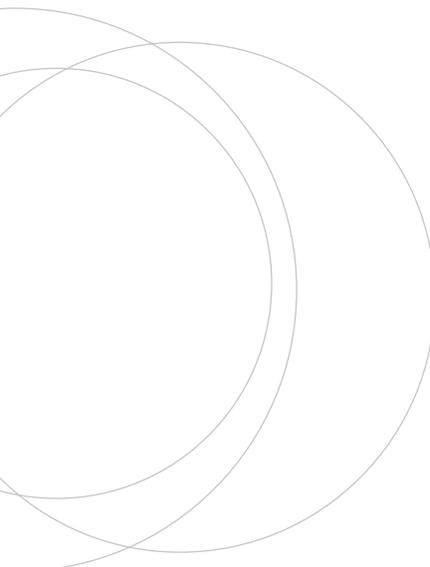
A close second is end-to-end handoff, Lantos believes. It's imperative to implement best-in-class incident management so that there are no questions around who owns a ticket and that the right people are following up. For example, Pivot worked with a telecommunications equipment company that was able to reduce aging tickets by 80%.

In addition, profile-based customization will promote faster resolution and higher employee satisfaction with IT services. "When a worker calls the Service Desk, her profile should already be set," Malik explains. "The Service Desk should know her name, where's she's located, and the technology she's using."

Finally, be sure to invest in robust processes and technologies:

- ITIL methodology for proven practices and results
- Industry-standard IT service management (ITSM) for design, planning, implementation, and operation
- Six Sigma to drive quality
- Training and re-training of teams guided by performance management

## Self-Healing and Automation



To support today's new normal, Service Desk needs to transform from reactive to proactive, Malik emphasizes. That begins with a guided knowledge base and other self-service tools. "IT teams should also be supported with documentation so that agents solve issues the right way and the same way every time," Malik says.

Responsiveness continues with self-healing tools and automation of repetitive tasks for greater speed and fewer errors. "The days of, 'I have a problem and I need help' for every issue are behind us," Malik notes. "For a growing number of issues, the employee's device should be able to diagnose the problem and advise on next steps." For example, Pivot supports a healthcare provider that implemented auto-routing of incidents to achieve 75% faster response.

## Metrics and Continual Improvement

Optimizing Service Desk isn't a one-and-done proposition. Needs change over time – as organizations are discovering now. Start by identifying key performance indicators (KPIs), Lantos advises, especially for issues that drive employee satisfaction. These would include metrics such as time to resolution and percentage of issues resolved at Level 1 support. A sports entertainment company Pivot supports is now resolving 85% of incidents at Level 1.

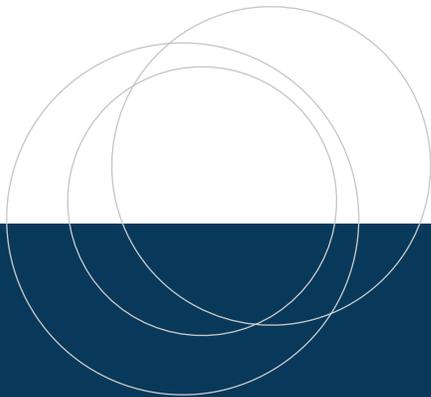
Once you identify a performance baseline, you can set goals for improvement over 12, 18, and 24 months. “Be honest about where you are today – and whether you can achieve your goals internally or need to work with a partner,” Lantos says.

Tracking performance also requires sophisticated measurement tools. “If you're working from emails and spreadsheets, you'll never gain the insights you need,” Malik says.

Finally, focus on the soft skills of your agents. “Employees have come to expect an Amazon-like experience from the Service Desk,” Malik says. “But even more important, they want empathy from the agent. They need to feel respected, and they need patience with their frustration that they have an IT issue.” It's that level of attention that will ensure Service Desk contributes to user satisfaction, employee engagement, and business success.

Service Desk helps you transition to a new paradigm for work. Learn more about delivering exceptional employee experiences. Visit us at [www.pivotts.com](http://www.pivotts.com).

<sup>1</sup>“Improving the Employee Experience,” Gartner, 2019



Pivot delivers best-in-class information technology services and solutions to help leading organizations optimize infrastructures, improve business processes, lower costs, and achieve strategic objectives. Our client-first approach combines leading-edge technology with expert design, rapid implementation and integration, and best-practice methodologies, powering digital transformation from the cloud to the edge to the workplace.